

zomato

ESG Factsheet

FY24



zomato

Introduction

About this factsheet

Zomato's commitment to environmental, social and governance (ESG) principles is fundamental to our business. This factsheet for FY24 outlines our ongoing efforts and achievements in fostering sustainability, promoting social responsibility, and ensuring robust governance. We are dedicated to reducing our environmental footprint, enhancing the well-being of our communities, and maintaining the highest standards of ethical conduct. Through our transparent ESG disclosures, we aim to engage stakeholders and inspire collective action towards a sustainable future.

Reporting boundary

Zomato Limited (on a standalone basis) includes Zomato Limited India operations, Zomato Limited's branches in Dubai, Abu Dhabi and Philippines, and Foodiebay Employees ESOP Trust. (ESOP Trust and the Philippines branch do not have any operations or employees.)

The reporting boundary for all financial, social and governance disclosures in this factsheet, unless otherwise stated, include all types of offices, i.e., the entire operations of Zomato Limited (standalone).

Our environmental disclosures are based on the principles of materiality and operational control. These are further discussed topic-wise as below:

Energy: Our disclosures include energy from fuel & purchased electricity used in owned vehicles, directly leased offices and DG sets where we have established operational control. Energy from electricity consumed across our offices outside our operational control is placed within our value chain and will be disclosed as part of our value chain disclosures.

GHG emissions: Our Scope 1 GHG emissions are limited to those generated by refilling of gas in owned ACs and fire extinguishers, fuel used in owned vehicles and directly leased DG sets. Emissions from electricity consumption in directly leased offices where we have established operational control are reported in Scope 2 of GHG emissions.

Water: Our boundary for water withdrawal, consumption and discharge is restricted to direct leased offices where we have established operational control, following the principle of operational control and materiality in accordance with CDP & GHG Protocol guidance.

Waste: The reporting boundary for our Waste disclosures includes directly leased offices where we've procured waste management services ourselves.

These environmental disclosures have been apportioned and extrapolated based on data availability.

Factsheet period

1st April 2023 – 31st March 2024

External assurance*

Deloitte Haskins & Sells LLP

Assurance provided for:

- Scope 3 category wise emissions
- Scope 3 emissions intensity for downstream transportation and distribution category (MT of CO2 equivalent per km)
- Avoided GHG emissions
- Carbon offsets
- Mean remuneration by gender of employees

*Please refer to Annexure 1 for Assurance statement.

Our sustainability goals and performance

Climate Conscious Deliveries



Target

Achieve Net Zero emissions across food ordering and delivery value chain by 2033
Facilitate 100% deliveries through EVs as part of The Climate Group's EV100 initiative by 2030

Performance

- Maintained 100% of scope 1 & 2 emissions at zero through carbon offsets and IRECs (International Renewable Energy Certificates)
- Reduced last-mile delivery emissions by 9.40% on a per km basis in FY24 compared to FY22
- 8% of food delivery orders delivered via EVs in FY24

Waste-Free World



Target

Continue to facilitate 100% plastic neutral food delivery orders through voluntary recycling
Facilitate delivery of 100 million plastic-free food orders by 2025

Performance

- Reduced ~933MT of cutlery waste in FY24 through 'Don't send cutlery' campaign in FY24
- Recycled ~10,000 MT of plastic waste in FY24
- Launched the 'Plastic-Free Orders' campaign

Zero Hunger



Target

Support Feeding India in mobilizing resources to provide 300 million nutritious meals for underprivileged communities

Performance

- Served 1.3 crore+ meals across 500+ schools and education centers in FY24
- Improved food security for 25,000+ undernourished children across 4 districts

Inclusive Growth



Target

Support the growth of 300k+ micro, small and medium restaurant businesses and food entrepreneurs

Enhance the earning and saving capacity of 1 million gig workers

Performance

- Helped reduce entry barriers for small restaurant entrepreneurs by providing logistics, tech and call center support
- Helped generate earning opportunities for delivery partners, who typically comprise of independent gig economy workers

Note: Food delivery refers to food ordering and delivery business in India.

Our sustainability goals and performance (continued)



Diversity, Equity & Inclusion



Target

Achieve a minimum of 50% representation of diverse groups in our employee base and Board of Directors

Performance

- Improved women representation driven by a 9% decline in female attrition
- Expanded membership base of Employee Resource Groups (ERGs) to 400 members for women at Zomato; 500 for LGBTQIA+ and allies
- Launched maternity benefit plan for eligible women delivery partners



Health, Safety & Wellbeing for All



Target

Make substantive progress towards achieving zero on-road delivery partner fatalities

Bring health and safety knowledge and innovations to restaurant partners

Performance

- Expanded the 'Shelter Project' to 373 rest points across the country
- Set up 600+ on-ground weather stations to better serve delivery partners
- ~19,000 delivery partners trained as emergency first responders



Customer Centricity



Target

Build food ordering and delivery solutions for the next billion customers seeking affordability, accessibility, assortment and quality

Performance

- Introduced service innovations including Zomato Everyday, Zomato Legends, Large order fleet, Food on Train and the Healthy section
- Built proprietary geo-location technology that has resulted in a significant decrease in drop location errors



Governance



Target

Achieve and maintain high standards of corporate governance to protect the interests of all our stakeholders

Adopt leading data privacy standards and practices

Performance

- Secured ISO 27001 certification in FY23 for our Information Security Management Systems
- Our initiatives and achievements are highlighted in the 'Corporate Governance' section of the Annual Report FY24

Note: Zomato Legends was discontinued post FY24.

Environment

Zomato's commitment to the environment is central to our mission. We are dedicated to reducing our environmental impact by implementing sustainable practices that make a meaningful difference. By adhering to national environmental laws, regulations, and guidelines - we ensure our efforts meet the highest standards. We prioritize transparency, actively communicating our environmental initiatives and concerns to both internal and external stakeholders - reinforcing our dedication to sustainability. Our ultimate goal is to create lasting positive change for the planet, enabling our business to thrive while fostering a healthier, more sustainable future for all.

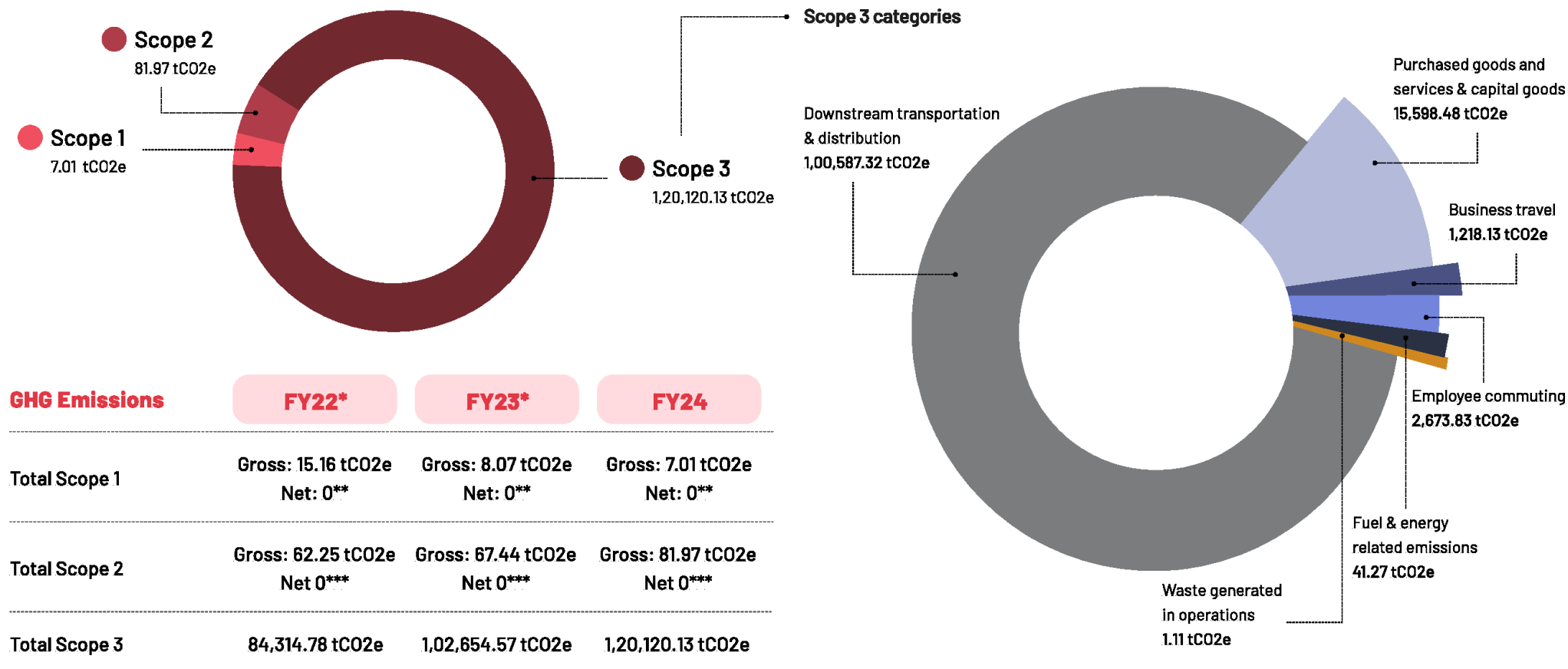
This section will cover:

- Emissions
- Energy
- Water
- Waste
- Intensity
- Climate Strategy



Emissions

GHG Inventory FY24



*Previous year values are recalculated and restated basis the current year boundary. For Scope 3, the emissions have been recalculated to incorporate emissions from electricity purchased for leased facilities outside of Zomato's operational control and emissions from two-wheeler bikes used for food delivery with engine capacity of <150cc.

**For scope-1: The above numbers are after deducting the carbon removal offsets purchased to maintain carbon neutrality for scope-1.

***For Scope-2: The above numbers are after deducting the International Renewable Energy Certificate (IREC) purchased to maintain carbon neutrality for scope-2.

Scope-1 & 2 emissions includes emissions from fuel consumption, purchased electricity and fugitive emissions for offices within Zomato's boundary determined by operational control approach. Scope-1 & 2 emissions from the offices where operational control is not there, they are accounted under scope 3 purchased goods & services.

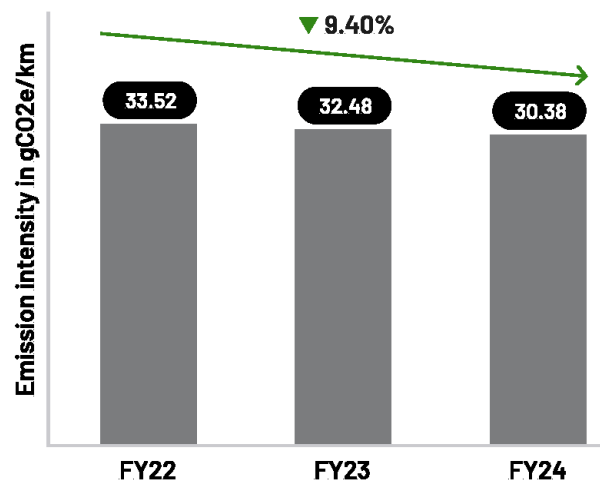
Note: Please refer to Annexure 2 for GHG methodology statement.

Emissions (continued)

Scope 3 per km emissions for downstream transport trend analysis

At the beginning of FY24, we set ourselves the goal of achieving Net Zero emissions across our food delivery value chain by 2033. As part of our carbon reduction target, our goal is to reduce last mile delivery emissions by 70% on a per km basis by FY30 from a base year of FY22. This target is aligned with our commitment to facilitate 100% EV-based deliveries by 2030.

Our last-mile delivery emissions on a per km basis **reduced by 9.40% in FY24** compared to FY22, largely facilitated by the growing share of EV- based deliveries.



Avoided GHG emissions

During the reporting year FY24, the calculation of avoided emissions was conducted by estimating the emissions generated from our electric vehicle (EV) food deliveries in accordance with internal combustion engine (ICE) vehicles for equal distance. The difference between the two was then used to determine the total avoided emissions. Therefore **3,180 tCO2e emissions were avoided** due to the use of electric vehicles for food deliveries.

Carbon offsets

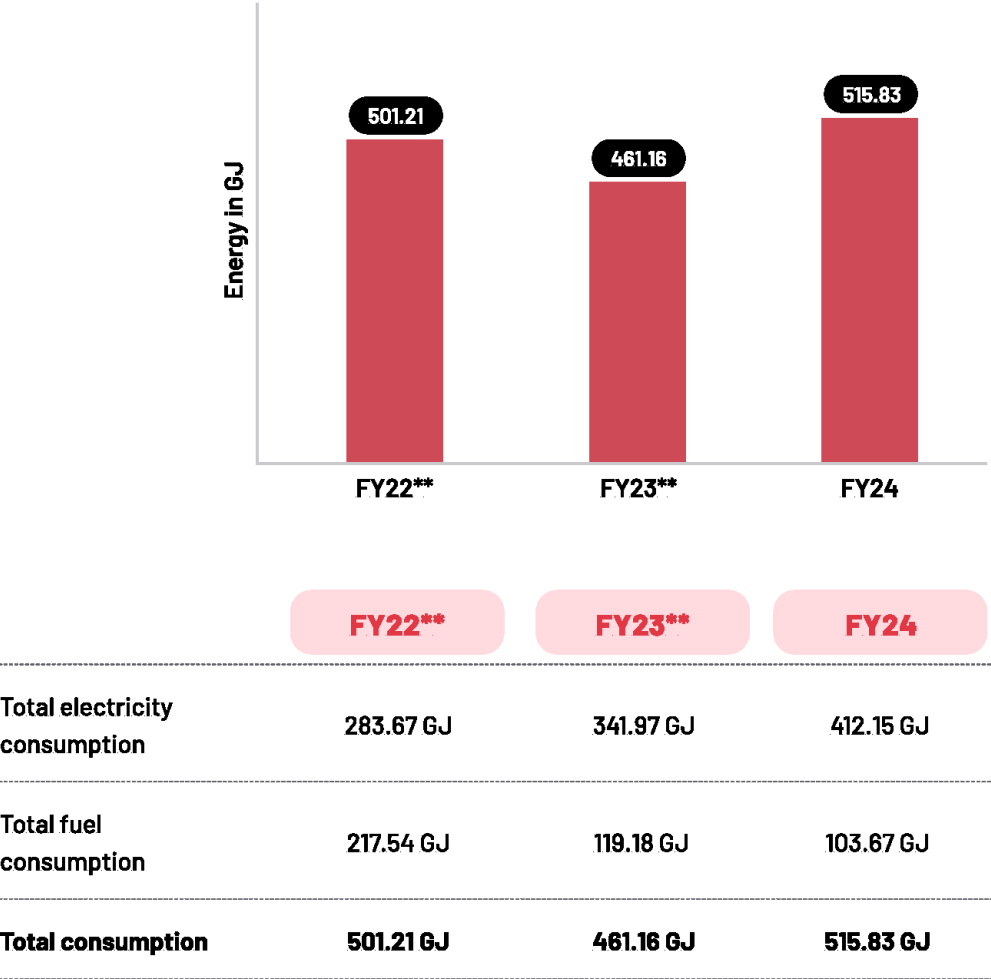
- **Scope 1:** We maintained 100% of our Scope 1 emissions at zero through the use of an equivalent amount (**7.01 tCO2e**) of verified carbon removal offsets. In FY24, we used reforestation based carbon removal offsets for neutralizing our scope 1 emissions.
- **Scope 2:** In FY24, we maintained our net Scope 2 emissions at zero, by purchasing an equivalent amount of International Renewable Energy Certificates (IRECs) representing 100% of our energy consumption (**114.5 MWh**) from Renewable Energy projects in India. The purchased IRECs were verified by an independent third party.
- **Scope 3:** Additionally, we also used advance purchases of carbon offsets from renewable energy projects to cover 100% of our Scope 3 emissions.

Note: Please refer to Annexure 3 for VCS carbon offset certificate (Scope 1) and Annexure 4 for IREC certificates (Scope 2).



Energy

Total energy consumption*



*Energy consumption data in the table above covers energy from fuel consumption through leased DG sets, owned office vehicles and energy from purchased electricity for offices within Zomato's boundary determined by operational control approach.

**Previous year values are recalculated and restated basis the current year boundary.

Energy management programs

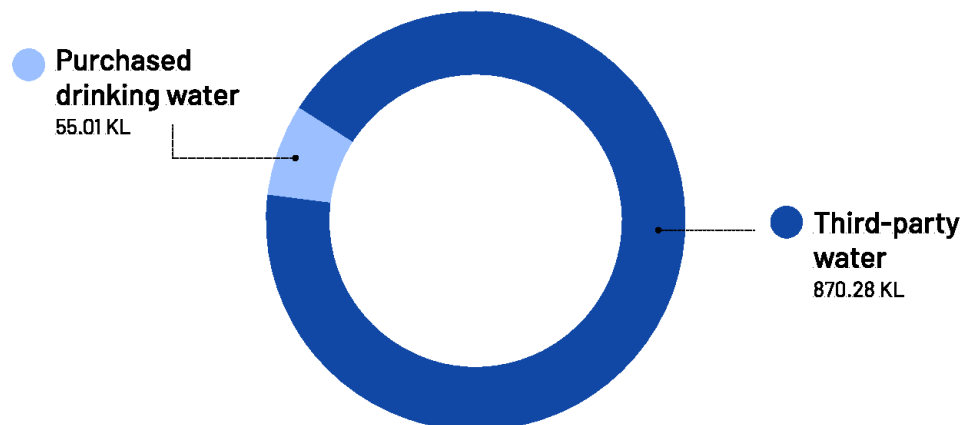
At Zomato, we are committed to reducing our environmental impact through strategic energy conservation efforts. Our approach not only supports global sustainability goals but also contributes to operational efficiency and cost savings.

Key steps to improve energy conservation in FY24:

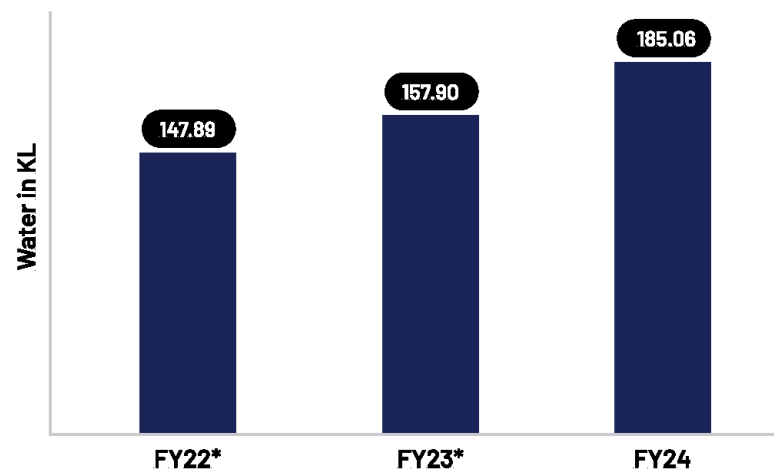
- **Lighting and infrastructure upgrades:** We continue to prioritize the use of LED lights and LED monitors in our corporate offices. This initiative not only reduces energy consumption but also underscores our dedication to energy-efficient infrastructure. We are dedicated to the rationalization and optimal utilization of electrical equipment usage, including air-conditioning systems and office lighting. This ensures we minimize energy waste and maximize efficiency in our operations.
- **Awareness and behavioral change campaigns:** In order to engage employees in energy-saving practices, we encourage them to be mindful of their energy consumption by adopting habits such as unplugging devices when not in use and choosing energy-efficient options like LED bulbs at home. Our 'Turn It Off' initiative encourages employees to turn off lights and devices in meeting rooms, supporting our commitment to energy conservation and sustainability. We actively empower our employees to contribute towards a greener, more energy-efficient workplace.

Water

Total water withdrawal in FY24



Total volume of water consumption



*Previous year values are recalculated and restated basis the current year boundary.

Environmental performance data for this indicator covers Bengaluru office only based on Zomato's boundary determined by operational control approach.

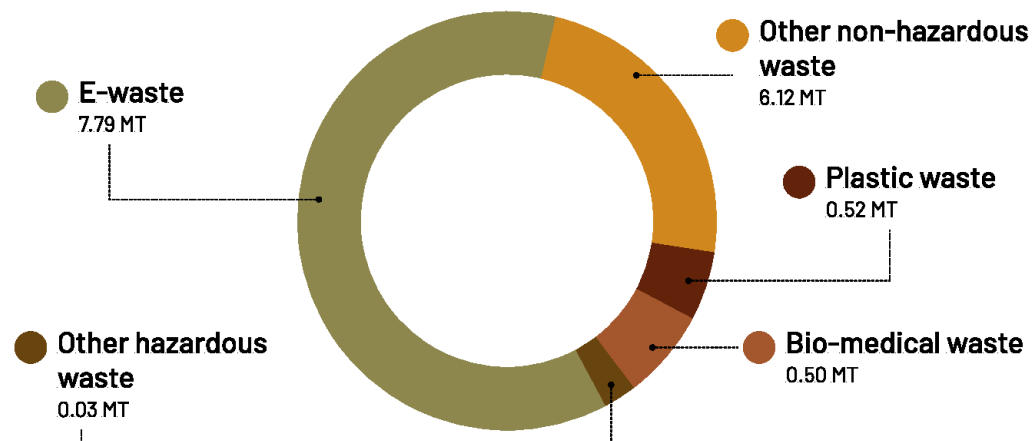
Water efficiency and management programs

Zomato strives to minimize usage and impact of our business on water resources across operations. We strive to improve water use efficiency across our facilities under our operational control. We prioritize environmental sustainability through the effective management of water at our office locations.

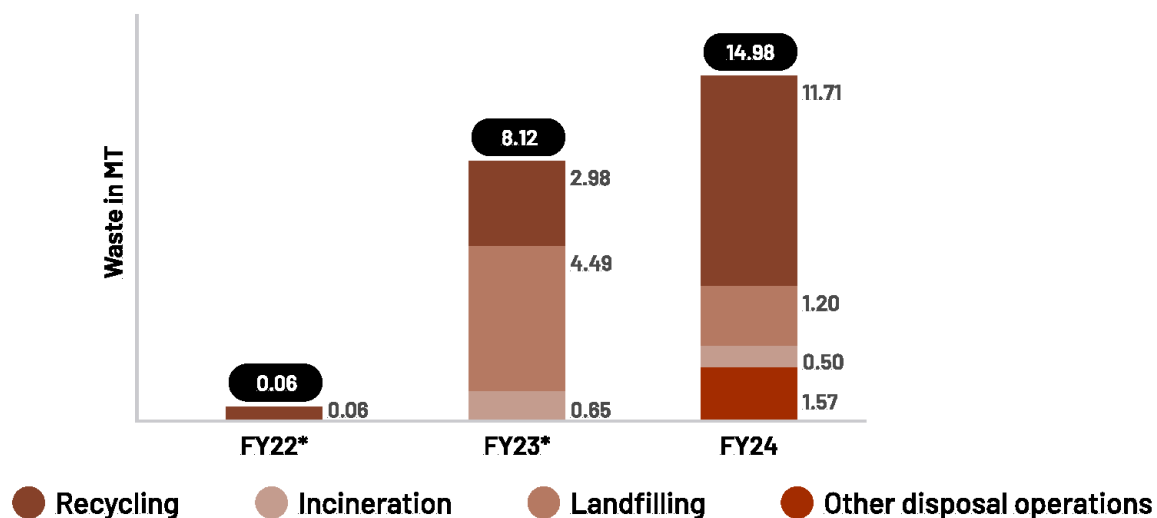
- **Sensor based taps:** Sensor based low-flow taps have been installed in the washrooms at our Gurugram office to optimize water usage.
- **Dual-Flush Toilets:** Our washrooms are installed with dual-flush models allowing users to choose as required.
- **Sewage treatment plant (STP):** Our corporate office in Gurugram (a multi-tenant facility), has a zero liquid discharge mechanism through a sewage treatment plant (STP) which has been installed by our landlord to reuse and repurpose domestic wastewater for horticulture and flushing.
- **Awareness and trainings:** We have also introduced behavioural change campaigns to promote sustainable practices among our employees.

Waste

Total waste generated in FY24



Waste recycling and disposal



*Previous year values are recalculated and restated basis the current year boundary.

Environmental performance data for this indicator covers three offices on direct lease with more than 100 employees (Gurugram, Kolkata and Bangalore). Our Kolkata office was operational till 30th November 2023, therefore its disclosures are covered till 30th November 2023. Disclosure in different waste categories is made as per Zomato's boundary determined by operational control approach.

Waste management programs

We are committed to implementing effective waste management strategies to minimize the environmental impact of our business:

- Reusable cutlery and BYOB program:** To reduce waste, we have replaced disposable cutlery with reusable cutlery within our offices. Our 'Bring Your Own Bottle (BYOB)' initiative also eliminates the use of paper cups and plastic bottles for drinking water across our offices.
- Awareness and trainings:** Our waste management trainings help employees acquire the knowledge and abilities required for successful waste segregation. To promote efficient waste segregation at source, we have color coded dustbins in our offices categorised by Food, Plastic and Solid waste.
- Waste treatment programs:** We have enabled onboarding of dedicated waste recycling and safe disposal vendors to ensure adequate treatment for waste generated from our operations by category. We collect authorized waste disposal certificates (category-wise) from these vendors to avoid any non-compliance associated with the applicable environment norms.

Waste (continued)

Our programs across online ordering deliveries

Reduce



'Don't send cutlery' initiative

- Starting Aug-21, 'don't send cutlery' is set as the default option on the food delivery app unless customers explicitly opt-in for cutlery.
- In FY24, this initiative led to a 75% reduction in orders with cutlery, thereby preventing **~933 MT of cutlery waste**.

Recycle



100% Plastic neutral deliveries

- Starting Apr-22, Zomato committed to voluntarily recycle more than 100% of all plastic utilized in packaging of food delivery orders.
- So far, we have recycled **30,000 MT** of plastic waste equivalent to 1.5x the estimated amount of plastic used by our restaurant partners for orders placed on our platform. Of the 30,000 MT, ~10,000 MT was recycled in FY24.

Reward



'Plastic-Free Orders (PFO)' initiative

- Starting Sep-23, select restaurants using plastic-free packaging for orders delivered through our platform were highlighted with a PFO banner on our app.
- During the pilot, **5.4 million orders were delivered** from PFO restaurants. We aim to facilitate delivery of 100 million PFO orders by Dec-25.

Plastic-Free Orders Packathon

- We launched the inaugural edition of Zomato's 'Plastic-Free Orders Packathon' to promote startups working on sustainable packaging solutions for food delivery.
- The event saw participation from **85 start-ups across 18 states**. 10 shortlisted startups went to advanced stages of the event.

Intensity

Energy intensity

Over the last three years, our energy intensity measured as total energy consumed per rupee of turnover has consistently **decreased**.

Water intensity

Water intensity measured as total water generated per rupee of turnover has **decreased** over the past three years.

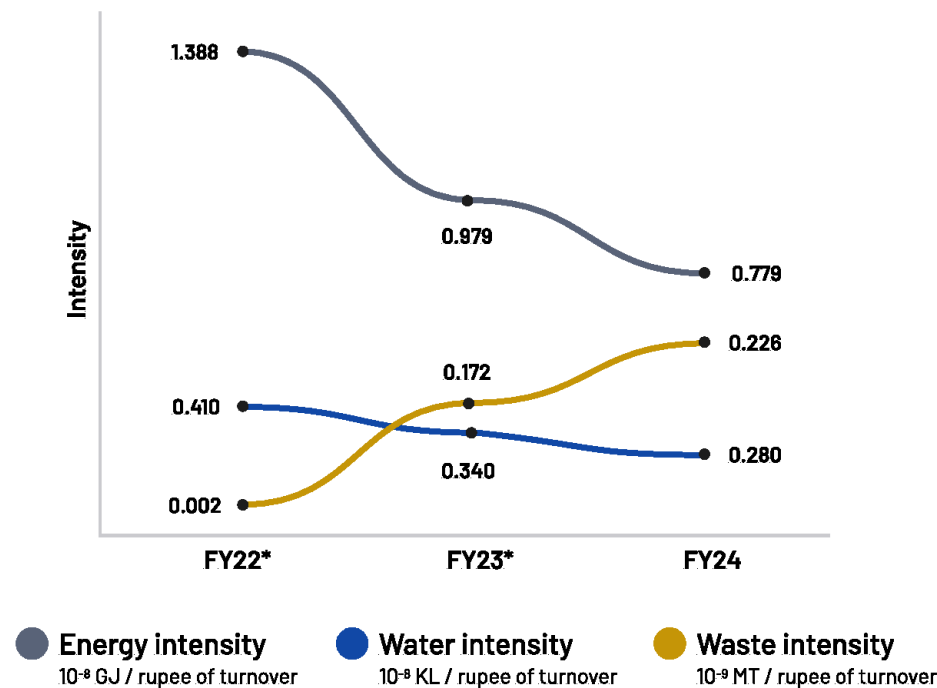
Waste intensity

Waste intensity per rupee of turnover, measured as total waste generated per rupee of turnover, over the last three years has **increased** primarily due to improvements in achieving a more accurate and comprehensive assessment of our waste management practices.

Environmental Management System (EMS)

Our Gurugram and Bengaluru offices have been awarded the ISO 14001 certification for Environmental Management Systems. Additionally, we have implemented an Environment Policy that aligns with the stringent requirements of the ISO 14001 Standard.

Details	Coverage (%)	Certification
EMS verified through international standards	67% coverage for our direct leased offices within our reporting boundary	ISO 14001



*Previous year values are recalculated and restated basis the current year boundary.
Note: Intensity values have been re-scaled and expressed as per scientific notation.
Note: Please refer to Annexure 5 for ISO 14001 certificate details.

Climate strategy

Climate risk management process, scenario analysis, and risk mitigation

Overview

In the reporting year, we have undertaken a climate risk assessment exercise for our food ordering and delivery business and assessed the impact of physical climate risks such as cyclones, storms, heavy precipitation, increasing/decreasing temperature, flooding, and heat/cold waves and transitional risks across our top 15 cities under IPCC RCP 2.6 and RCP 8.5 scenarios. The outcome of the exercise will be included in Zomato's Enterprise Risk Management (ERM) process.

Scope

This assessment covered both physical and transitional climate-related risks and opportunities mapped across our value chain, including upstream, downstream, and direct operations. We also examined the specific impacts on various stakeholders like customers, delivery partners, and restaurant partners, with risks categorized by time horizons from short, medium, and long term till 2040. The analysis identifies climate change as presenting both risks and opportunities for Zomato.

We have implemented the following climate mitigation measures during the reporting year:

- **EV-Based Deliveries:** To reduce last-mile delivery emissions, we are assisting our delivery partners in adopting EVs. We have partnered with over 90 players in the EV ecosystem to facilitate this transition and achieve 100% EV deliveries by 2030. As a result, the active EV-based delivery partner fleet reached 27,884 vehicles by March 2024, which is 2x the number of active EV-based delivery partners in March 2023.
- **Large Order Fleet:** Our newly launched large order 100% EV fleet ensures zero tailpipe emissions while reducing the need to deploy multiple delivery vehicles for a single order.
- **Support for Delivery Partners:** We have expanded our Automatic Weather Stations to 60 cities to predict and communicate weather conditions to our delivery partners. Additionally, Zomato has extended its shelter project to 373 resting points to provide shelter for delivery partners during extreme weather. We continue to provide delivery partners with high-quality apparel, protecting them from varied weather conditions. As a next step, we are in the process of building a comprehensive climate transition plan.



Climate strategy (continued)

Net zero commitment and emission reduction targets

1. Maintain Scope 1 and Scope 2 emissions at zero

- We maintained 100% of our scope 1 & scope 2 emissions at zero through use of an equivalent amount of verified carbon removal offsets and International Renewable Energy Certificates (IRECs)

2. Reduce last mile delivery emissions by 70% on a per km basis by FY30 from a base year of FY22

(This target is aligned with our commitment to facilitate 100% EV-based deliveries by 2030)

- Our last-mile delivery emissions on a per km basis reduced by 9.4% in FY24 compared to FY22
- This reduction was largely facilitated by the growing share of EV-based deliveries

Zomato's total EV- based food deliveries increased by 4x from previous year, totaling to 61.6 million orders, representing 8.19% of total orders. During the reporting year, we organised 200+ EV melas and bazaars in collaboration with our EV partners and established 46 agreements with new EV partners, thereby increasing the total number of active EV partnerships to 91 as of 31st March 2024.



Social

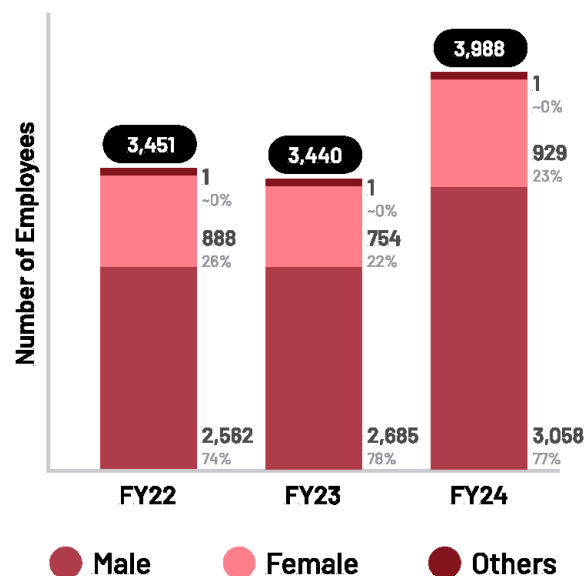
People are the heart of Zomato. We are deeply committed to nurturing a culture where inclusivity, respect, and well-being are paramount. Our focus is on creating a supportive environment for our employees and delivery partners, ensuring their safety, growth, and overall satisfaction. Beyond our organization, we are devoted to making a positive impact on the communities we serve, working toward social progress and supporting those in need.

This section will cover:

- Workforce breakdown by gender
- Number of new hires in permanent employees category
- Permanent employees breakdown by nationality
- Mean remuneration and turnover rate of permanent employees
- Training and awareness programs
- Ensuring well-being for all
- Commitment to Human Rights
- Diversity, Equity and Inclusion

Workforce breakdown by gender

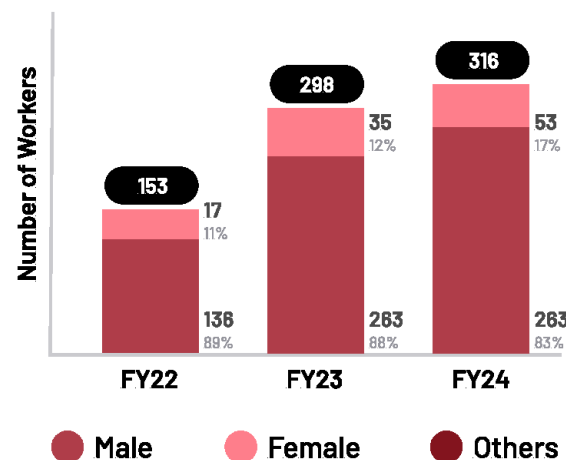
Permanent employees



Permanent employees refers to all full time employees and does not include interns, fixed term and off roll employees.

Women's representation in our workforce has increased significantly due to a 9% decline in female attrition and a 10% increase in retention rates for returning mothers in FY24.

Contract workers



Contract workers are highlighted as 'Other than permanent workers' in our Annual report. These include housekeeping, security, technical staff, pantry staff, driver, creche staff and emergency medical technicians. Delivery partners are value chain partners and hence, they are not a part of Zomato's workforce.

Performance and career development reviews of permanent employees

To foster a thriving work environment, we conduct multidimensional appraisals for all our full time employees on an annual basis. The performance review process incorporates comprehensive 360 degree feedback to facilitate the professional development of our employees.

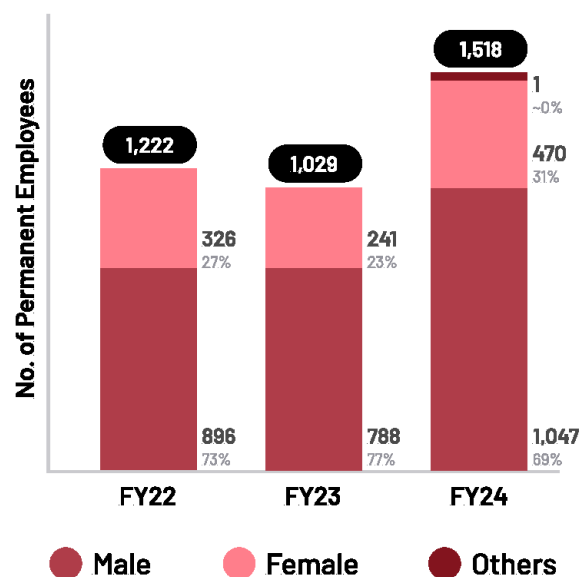
Succession plan

We have a succession plan in place to ensure seamless leadership transitions, safeguarding operational continuity and preserving legacy of excellence. There is a culture in the company to nurture talent, wherein senior leaders mentor high-potential employees to cultivate future leaders. Additionally, the company has an Awards program to recognize exceptional individuals and teams.

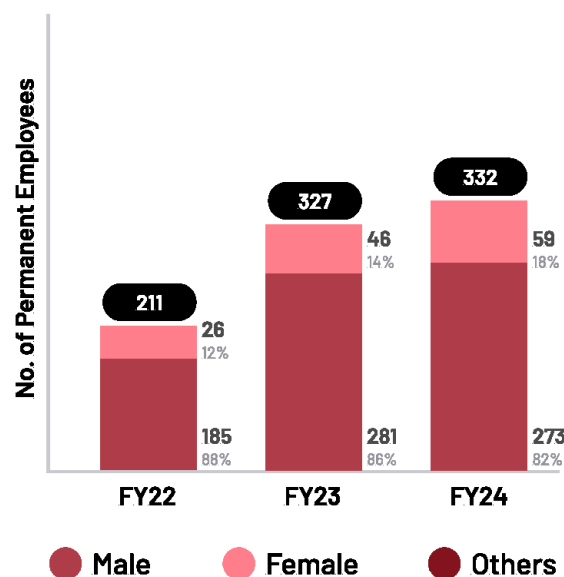
Number of new hires in permanent employees category

Zomato employs a structured approach in identifying exceptional talent, leveraging campus hiring, job fairs, employee referrals, targeted recruitment drives, and collaborations with external organizations. Consistent reviews and alignment of our employee benefits and salaries with industry benchmarks, fosters an environment where growth and development are paramount. Training sessions and workshops are conducted to ensure employees thrive and excel in their new roles.

<30 age group



30-50 age group



>50 age group

In FY23, we had one male employee in the newly hired permanent employee category above 50 years of age.



Permanent employees breakdown by nationality

Nationality (FY24)	Male	Female	Other	Total	% of total workforce
Indian	3,048	925	1	3,974	99.65%
American	3	1	0	4	0.10%
Pakistani	3	0	0	3	0.08%
Nepalese	2	1	0	3	0.08%
Lebanese	1	1	0	2	0.06%
British	0	1	0	1	0.03%
Jordanian	1	0	0	1	0.03%
Total	3,058	929	1	3,988	100%

Mean remuneration of permanent employees in FY24

Details	Male	Female	Other	Total
Permanent employee headcount (A)	3,058	929	1	3,988
Total annual compensation (B) (INR cr)	481.06	136.57	0.13	617.76
Mean compensation (B/A) (INR cr)	0.16	0.15	0.13	0.15

Turnover rate of permanent employees in FY24

Age group	Male	Female	Other*	Total
<30 years	35.17%	47.63%	-	38.43%
30-50 years	34.23%	35.93%	100%	34.50%
>50 years	25.00%	-	-	25.00%

The above attrition numbers include employee exits on account of (a) inter-company movements from Zomato Limited to its subsidiaries, (b) exits in our frontline personnel category (primarily includes sales, customer support and logistics functions), which account for a large part of our exits.

*There was one exit and one new joiner in the 'other' category, hence, the turnover rate is 100%.

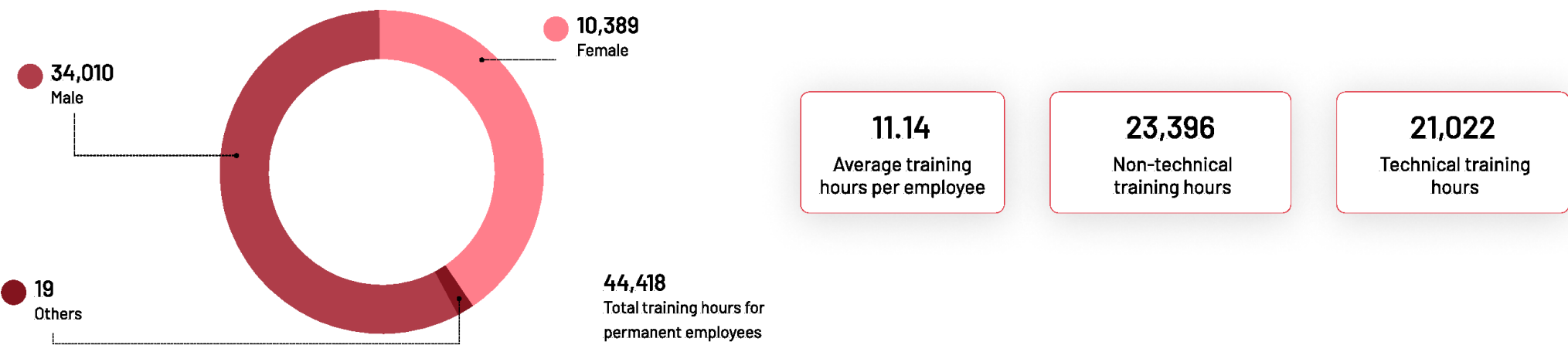


Training and awareness programs

Trainings received on ESG principles

	BRSR principles*	Human Rights	Prevention of Insider Trading	POSH	Health and Safety	Cybersecurity Training
Board of Directors	●					
Key Managerial Personnel	●	●	●			●
Employees other than BoDs and KMPs**	●	●	●	●		●
Workers	●	●			●	

Trainings hours of permanent employees



*Business Responsibility and Sustainability Reporting Principles

**This coverage includes permanent employees

Training and awareness programs (continued)

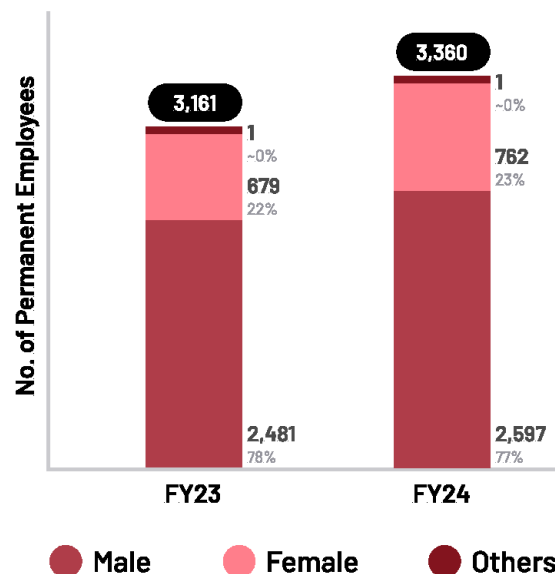
Health and safety & skill up-gradation

Zomato's key health and safety awareness programs include:

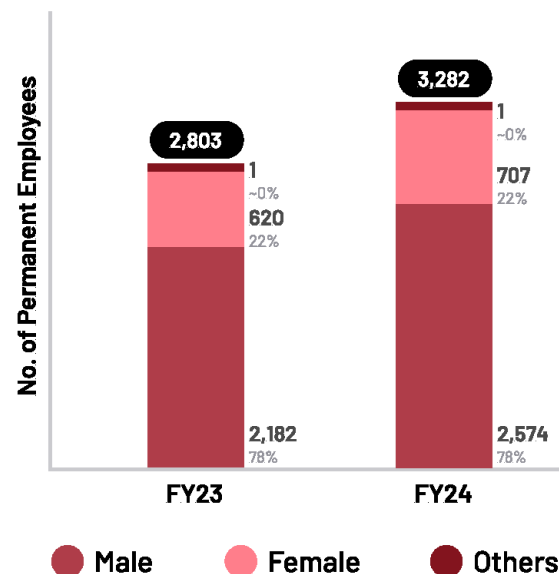
- Safety communications awareness campaigns
- Safety training programs on fire safety

Our workplace and facilities team diligently oversees adherence to safety protocol, regular inspections and ensuring the functionality of safety systems. We have a dedicated Environment, Health, and Safety (EHS) team committed to upholding safety standards. Our offices are equipped with essential safety systems such as fire detection, fire fighting mechanisms, public address systems, safety signage etc., to ensure the safety of employees and workers.

1. Health and safety



2. Skill up-gradation



Ensuring well-being for all

Employees

- Comprehensive medical insurance that extends coverage to employees, their spouses, and their children. Additionally, we provide accidental death and disability insurance benefits for added security.
- Our partnership with Plum Telehealth, provides employees access to free consultations with over 20 specialists and a network of more than 70 doctors.
- We also encourage a healthy lifestyle by providing gym facilities, personalized nutrition counseling, sports and yoga sessions along with workplace stress management services.
- In-house daycare/creche and lactation facilities are available at our Gurugram and Bengaluru Corporate offices. Our partnership with IPSAA provides employees access to daycare facilities (at a discounted rate) near our office premises, across various locations.
- All our employees are covered by our gender neutral paid parental leave policy.

	Male		Female		Other		Total	
	Number	%	Number	%	Number	%	Number	%
Health insurance	3,058	100%	929	100%	1	100%	3,988	100%
Accident insurance	3,058	100%	929	100%	1	100%	3,988	100%
Maternity benefits	N/A	N/A	929	100%	-	100%**	929	23.29%***
Paternity benefits	3,058	100%	N/A	N/A	-	100%**	3,058	76.68%***
Day care facilities*	2,912	95.23%	896	96.45%	1	100%	3,809	95.51%

*The above daycare coverage is less than 100% since some employees are based out of offices with less than 50 employees / working out of coworking spaces / not eligible since they are located in Dubai or Abu Dhabi.

**One of our permanent employees who falls under the 'Others' category of gender is included in the total headcount count above. This employee is covered by our gender neutral parental leave policy.

***The total % of maternity and paternity benefits only denotes the gender split of the employee base.



Ensuring well-being for all (continued)

Contract workers

Our well-being initiatives for contract workers include:

- Health and accident insurance: Health insurance coverage is provided through a combination of ESI and additional medical insurance
- We provide maternity benefits to all our female contract workers
- We have implemented several safety trainings programs such as first-aid, PPE (Personal Protective Equipment), chemical (used for cleaning) handling, etc. for our contract workers
- We have established a Safety Reporting System (SRS) for workers to report work-related hazards

	Male contract workers		Female contract workers		Total	
	Number	%	Number	%	Number	%
Health insurance	263	100%	53	100%	316	100%
Accident insurance	257	97.72%	49	92.45%	306	96.84%
Maternity benefits	N/A	N/A	53	100%	53	16.77%

Note: Contract workers are highlighted as 'Other than permanent workers' in our Annual report. These include housekeeping, security, technical staff, pantry staff, driver, creche staff and emergency medical technicians. Delivery partners are value chain partners and hence, they are not a part of Zomato's workforce.



Ensuring well-being for all (continued)

Delivery partners

The health and safety of our delivery partners are of utmost importance. We are committed to their well-being through a comprehensive set of thoughtfully designed initiatives:

- 1. Road safety** is a critical concern, and we have implemented a comprehensive set of activities aimed at reducing accident rates within our delivery operations.
 - Delivery partners undergo **mandatory road safety awareness campaigns** as part of their onboarding process, ensuring they are well-equipped to navigate safely.
 - **High-risk zones are identified**, and delivery partners are rerouted to safer routes, minimizing their exposure to potential hazards.
 - To alleviate pressure, delivery partners are not informed of the expected time of arrival communicated to customers, allowing them to **focus on riding safer, not faster**.
 - A dedicated online emergency support system is available 24/7 for providing aid to delivery partners, including the 'Buddy Delivery Partner' initiative.
- 2. Emergency Ambulance Response:** During FY24, we helped 1,358 delivery partners get access to medical help in case of on-road emergencies. By Mar-24, average response time of our emergency ambulance network had improved to <15 minutes.

- 3. First-responder training program:** We made significant progress towards on-road safety of our delivery partners. We launched a unique 'first-responder training program' in FY24, where delivery partners are trained in medical first aid & CPR (Cardiopulmonary Resuscitation) through professional and certified training programs. This program has garnered enthusiastic participation from delivery partners on our platform. Delivery partners are voluntarily enrolling in this program, recognizing the importance of timely first aid interventions that can potentially save lives of all road users. As at Mar-24, ~19k delivery partners have been trained as emergency first responders.
- 4. Project ZEAL:** Zomato has launched a program called Zomato Equitable Action for Livelihood (Project ZEAL) to address the lack of livelihood options for Persons with Disabilities. Under Project ZEAL, we supported the onboarding of more than 400 persons with disabilities (PwDs) as delivery partners in FY24. These partners have undertaken 6,74,631 deliveries and have travelled over 15 lakhs kms on modified motorized wheelchairs. In addition to waiving the onboarding fees, we have sensitised fleet coaches and assigned a project manager to address their concerns and challenges. This project achieved recognition from the Bombay Chamber of Commerce and Industry as the 'Best D&I initiative' in November 2023. This award celebrates organisations that have implemented transformative initiatives targeting policies and systems to support underrepresented diversity groups.

- 5. The Shelter Project:** Launched in FY23, The Shelter Project provides all gig workers access to rest points where they can take a break during deliveries and get access to basic amenities. During FY24, we scaled the geographic presence of this initiative. As of Mar-24, Zomato operated a network of 373 rest points across the country.

Note: Please refer to Annexure 6 for ISO 45001 certificate details.

Commitment to Human Rights

Zomato is dedicated to upholding and reinforcing human rights through our Human Rights Policy. A zero tolerance stance on human rights violations is followed to prevent any abuse within our business operations. We also encourage our suppliers to adhere to these standards. Additionally, we urge our employees, partners, and community members to voice any concerns or report harassment in the workplace without fear of retaliation.

As per the results of the Human Rights Assessment conducted by an independent external organization in FY24, there were no significant or high risks / concerns of human rights related practices highlighted at Zomato. As an organization we are committed to promoting and respecting human rights of all employees and workers. We proactively conduct **regular awareness sessions** in our organization pertaining to various human rights aspects in order to sensitize our workforce.

Human rights assessment

% of plants and offices that were assessed	
Child labour	100%
Forced/involuntary labour	We engaged an independent external organisation to conduct a Human Rights Assessment for Zomato Limited. The assessment included the below:
Sexual harassment	<ul style="list-style-type: none">A comprehensive review of human rights systems, operating policies and procedures for the entire organisation.
Discrimination at workplace	<ul style="list-style-type: none">Focused discussion with HR and Governance, Risk and Compliance representatives to understand existing human rights systems and practices.
Wages	<ul style="list-style-type: none">Online human rights risk assessment survey was conducted covering permanent and other than permanent employees from all locations.
Others – please specify	<ul style="list-style-type: none">Focus group discussions were conducted in our Gurugram and Bengaluru offices with other than permanent workers on a sample basis.

Human rights due-diligence

Our due-diligence assessment covered employees and workers (third party workers) across locations. Following aspects were covered in the due-diligence conducted:

- Working Conditions:** Working hours, work-related stress, degree of safety, and comfort.
- Labour Rights:** Employment contracts, freedom of association and collective bargaining, employee benefits, forced or compulsory labour and child labour.
- Rights to privacy:** Personal and professional data and information.
- Health, safety and well-being:** Training and awareness sessions, safety drills, insurances, assistance programmes and policies.
- Fair and equal remuneration:** Compensation practices.
- Freedom of Speech:** Feedback mechanisms.
- Workplace discrimination & harassment:** Discrimination (age, gender, ethnicity, sexual preference, color, disability, etc.) and mental and sexual harassment.
- Learning & Development:** Skill development programmes for career progression and professional growth.
- Diversity & Inclusion:** Equal opportunity, diversity, and inclusion.

Commitment to Human Rights (continued)

Internal mechanisms in place to redress grievances related to human rights issues

The following are the internal mechanisms in place at Zomato to redress grievances related to human rights issues:

- We have a dedicated Internal Complaints Committee to address and investigate any human rights complaints.
- Instances related to human rights can be reported on email ID – speakup@zomato.com.
- All complaints are kept confidential and investigated promptly.
- In addition, we have a grievance mechanism in place for our value chain partners to report instances related to human rights.

These internal mechanisms are detailed in our Human Rights Policy. ([Link to the policy](#))

Complaints related to human rights

Our commitment to prevent discrimination and harassment at workplace is demonstrated in our documented policies on Prevention of Sexual Harassment (POSH), Human Rights and Equal Opportunity, Diversity and Inclusion. We have strong anti-retaliation measures built into our policies. We are committed to protecting the complainant and ensuring no retaliation of any kind against anyone reporting good faith concerns. Anyone targeting such a person will be subjected to strict disciplinary actions. This protection is extended not only to the complainant but also to anyone who assists with or cooperates as part of an investigation. Moreover, our policies encompass strong retaliation measures against non sexual harassment and discrimination.

	FY23		FY24	
	Filed during the year	Pending resolution at the end of year	Filed during the year	Pending resolution at the end of year
Sexual harassment	4	0	3	0
Discrimination at workplace	0	0	0	0
Child labour	0	0	0	0
Forced labour/Involuntary labour	0	0	0	0
Wages	0	0	0	0
Other human rights-related issues	0	0	1	0

Diversity, Equity and Inclusion

Employees

Embracing diversity and inclusion is central to our ethos. Our Equal Opportunity, Diversity, and Inclusion Policy ensures fair treatment for all employees, with initiatives like equal parental leave, period leaves, and inclusive healthcare coverage. By endorsing global standards such as the UN Women's Empowerment Principles and the UN Standards of Conduct for Business Tackling Discrimination against LGBTIQ+ People, we affirm our dedication to fostering an inclusive workplace.

Women's representation in our workforce has increased significantly due to a **9% decline in female attrition** and a **10% increase in retention rates for returning mothers in FY24**.

At Zomato, we believe in celebrating diversity and promoting inclusion via sessions conducted for women and LGBTQIA+ community, and through our Employee Resource Groups. These groups serve as spaces where people come together to build community, raise awareness, and cultivate empathy regarding the following cohorts:

- **Women:** Networking, learning and growing together
- **LGBTQIA+:** For members of the queer community and allies, participate in events and initiatives that foster belonging
- **Parents:** Connect and support fellow parents within our community

Delivery partners

Our efforts to promote diversity and equity is not limited to our employees only but also extends to stakeholders across our value chain.

Some of our achievements include:

- We onboarded a total of 419 persons with disability (PwD) as delivery partners in FY24 against our target of 300.
- We expanded our women delivery partner base to 2,500+ in FY24, furthering our mission of providing more opportunities for women.
- Launched maternity benefit plan for eligible women delivery partners, providing monetary cover and assistance throughout pregnancy and childbirth.



Governance

Governance stands at the core of our dedication to ethical practices and sustainable growth. Our governance framework is crafted to ensure transparency, accountability, and protecting the interest of all our stakeholders. By embracing these principles, we guide our actions with unwavering integrity and foresight, fostering stakeholder trust and driving long-term progress.

This section will cover:

- Governance structure
- Materiality analysis
- Ethics and compliance



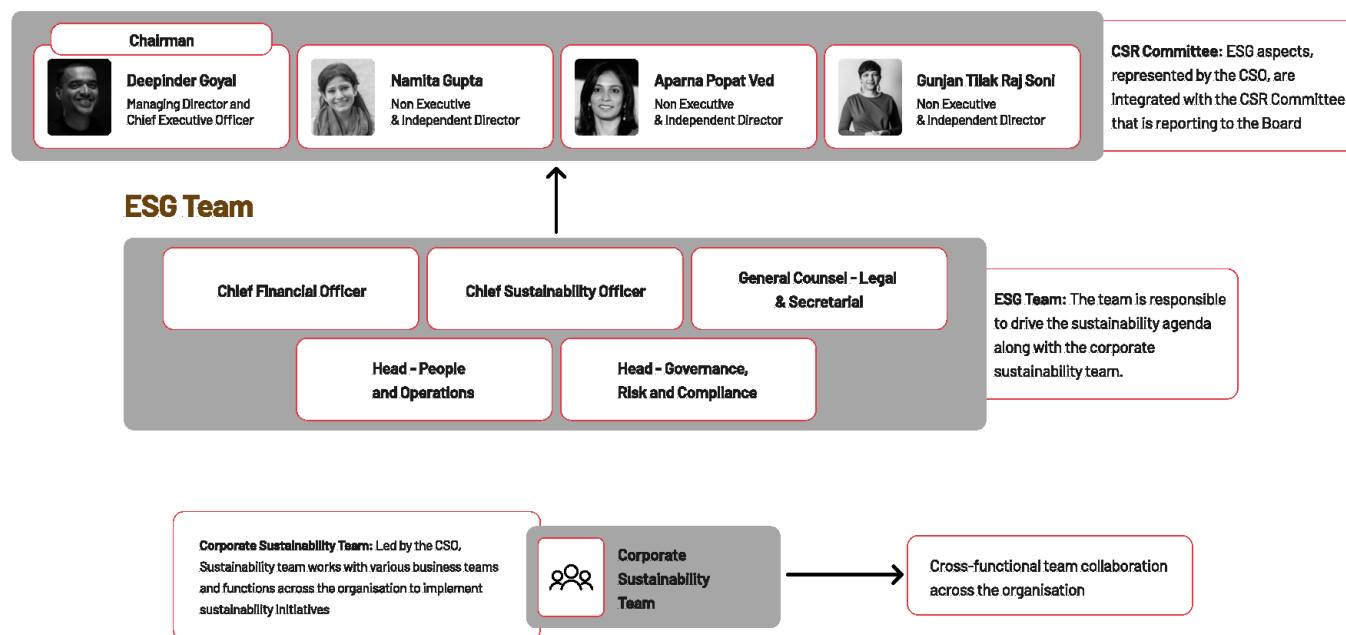
Governance structure

The **CSR committee** which is a sub-committee of Zomato's Board of Directors has oversight of ESG matters including sustainability and climate. The committee meets every 6 months to review and guide Zomato's ESG strategy and monitor plan of action and progress made towards its 2030 ESG targets which includes targets related to climate. At the management level, the CEO holds the highest responsibility and oversight on matters related to ESG including climate, supported by the ESG team.

The **ESG team** includes, Chief Financial Officer, Chief Sustainability Officer, Head - Governance Risk Compliance, Head - Human Resources and General Counsel - Legal & Secretarial. The ESG team reports achievements and progress to the CSR committee.

Sustainability governance

CSR Committee



Note: Gunjan Tilak Raj Soni has stepped down from Zomato's board in FY25 (October 11, 2024) due to personal commitments.

Ethics and compliance Policies

At Zomato, we are committed to upholding the highest standards of corporate governance. Our governance framework is designed to ensure transparency, accountability, and ethical conduct across all levels of our operations.

We have implemented a comprehensive set of policies that guide our decision-making processes, ensuring that we consistently act in the best interests of our stakeholders.

- [Anti Bribery and Anti Corruption Policy](#)
- [Business Partner / Supplier Code of Conduct](#)
- [Code of Conduct for Employees](#)
- [Code of Conduct for BoD's and SMP's](#)
- [Corporate Social Responsibility Policy](#)
- [RPT \(Related Party Transactions\) Policy](#)
- [Environment Policy](#)
- [Equal Opportunity, Diversity and Inclusion Policy](#)
- [Health & Safety Policy](#)
- [Human Rights Policy](#)
- [Information Security Policy](#)
- [Nomination and Remuneration Policy](#)
- [Prevention Of Sexual Harassment Policy](#)
- [Privacy Policy](#)
- [Stakeholder & Grievance Management Policy](#)
- [Vigil Mechanism and Whistleblower Policy](#)

Materiality analysis

Sustainability is integral to our business strategy and long-term value creation. To identify and prioritize the key environmental, social, and governance (ESG) issues that matter most, we conducted a comprehensive materiality assessment in FY22, which was also presented to the board. This process is carried out every three years and ensures that our sustainability strategy is focused on the areas that have impact on our business, our stakeholders, and the broader community.

A structured materiality assessment was conducted, utilizing both primary and secondary research methods. This assessment process included the following key steps:

Identification of material topics:

A comprehensive review was undertaken to identify a set of material topics relevant for Zomato. This included review of current and emerging industry trends, business risks and opportunities and practices of peer companies in Indian and global markets. Additionally, investor sentiment was assessed to identify sector-specific material issues through review of topics prioritised by leading rating agencies such as DJSI, MSCI, Sustainalytics and SASB. This resulted in identification of a set of 25 material topics for Zomato, categorized into five broad focus areas.

Process for stakeholder engagement:

- 1. Identification and mapping:** Internal and external stakeholders were carefully mapped to identify the most relevant groups that influence or are impacted by Zomato's business.
- 2. Designing Engagement Tools:** Questionnaires and surveys were designed to seek feedback from the shortlisted stakeholders. This included structured open-ended questionnaires, in addition to rating scale-based surveys to best capture the opinion of the stakeholders.
- 3. Data collection:** Online surveys and interviews were conducted to seek their feedback for prioritizing the material topics. Secondary research was undertaken to identify the existing and emerging topics of significance to investors and those prioritized by rating agencies.
- 4. Data analysis:** Results of the survey were analyzed and aggregated to draw inferences on the current level of satisfaction for each stakeholder group along with areas of concern and material topics of priority for the stakeholders.

Stakeholder engagement:

Key internal and external stakeholders of Zomato were engaged, in order to seek their feedback for prioritizing the identified material topics through one-to-one interviews and online surveys.

- 1. Internal Stakeholders:** Consultations were held with Zomato's senior management to capture their vision on business goals, identify emerging risks and opportunities, and understand how sustainability issues are prioritized across departments. These insights were integrated into the materiality assessment. Senior leaders from various key functions, along with a cross-functional team of employees, contributed to this process.
- 2. External Stakeholders:** Consultations with key external stakeholders such as customers, investors, suppliers, restaurant partners and delivery partners were conducted to identify their concerns and expectations, assess their satisfaction with Zomato's engagement, and gather their input on material issues for the materiality assessment.

Insights gathered through stakeholder engagement were analyzed and synthesized with the findings from desk review to develop the **materiality matrix** and arrive at the final list of material topics for Zomato, categorized as per level of priority.

Materiality analysis (continued)



Our core sustainability themes



The shortlisted material topics were analyzed based on their significance to the organization and significance to key stakeholders of Zomato. The above materiality matrix depicts the material issues as per their relative significance and suggests critical areas for Zomato to focus upon.

Zomato has incorporated the findings from its materiality assessment into its Enterprise Risk Management (ERM) framework, establishing a comprehensive approach to managing both ESG and financial risks. This enhances the company's ability to address ESG risk more effectively while ensuring they are considered alongside key factors such as financial implications, reputational risk, and potential business disruptions in the decision-making process.

Ethics and compliance

Anti-corruption and anti-bribery

We have an Anti-Corruption and Anti-Bribery Policy that demonstrates our stance on bribery and corruption practices and its consequences in case of non-compliance. Our policy covers the activities which are in the ambit of bribery or corruption and extends its applicability to employees, directors, stakeholders and third-parties.

The policy covers mechanisms to report and resolve concerns related to bribery or corruption through reporting at informant@zomato.com. In addition, training on anti-corruption and anti-bribery is mandatory for all employees at the time of induction.

The Anti-Corruption and Anti-Bribery Policy is available on our website: [Link to the policy](#)

There were 0 complaints on disciplinary action taken by any law enforcement agency for the charges of bribery/ corruption against Directors/KMPs/ Employees/Workers in FY23 and FY24.

Conflict of interest

Zomato is committed to promoting a positive and healthy work environment and maintaining the highest levels of ethics and integrity. Avoiding conflicts of interest and at the same time respecting rights and choices of its employees, is an important part of maintaining the integrity and sustainability of our business. Breach of this policy can lead to disciplinary and other actions.

'Conflict of Interest' policy has been adopted by the Board of Directors of Zomato Limited and is applicable to all employees. It explains the relevant principles and rules for preventing or managing conflicts of interest and how such principles and rules are to be implemented.

We have a policy on 'Code of Conduct for the Board of Directors and Senior Management Personnel'. Our policy covers the activities which are in the ambit of processes in place to avoid/ manage conflict of interests involving members of the Board. In FY24 we had no complaints related to issues of Conflict of Interest of Directors and KMPs.

All the members of the Board are required to confirm on an annual basis whether they are complying to this code including declaration on Conflict of Interest, additionally, we ensure that all necessary approvals, as mandated by the statute and the Company's policies, are secured before engaging in transactions with any companies in which any Board member may have a conflict.

Information security

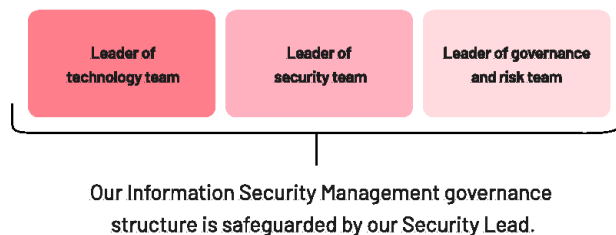
We have implemented a robust set of privacy-by-design policies and procedures to keep all employees informed about potential threats and the importance of information security and cybersecurity along with our commitment to securing the personal data of all our stakeholders. Our information security/cybersecurity policy is accessible to all employees internally, and we have a well-defined escalation process for reporting any suspicious activities.

- Our Information Security Policy establishes a framework to protect against data security threats, ensure the integrity and availability of data, and promote authorized and secure use of information. It also focuses on enabling efficient recovery from system disruptions and safeguarding IT assets, including information, software, and hardware.
- Our Privacy Policy outline guidelines for handling personal information and underscores our commitment to using data solely for its intended purpose and obtaining it through lawful and transparent means, with explicit consent where required. Our Privacy Policy is embedded in group-wide risk/compliance management and applies to the entire operations, including suppliers.

In FY23 to FY24, we had no reported instances of data breaches.

Ethics and compliance (continued)

Cybersecurity and data privacy



Zomato's cybersecurity and data privacy governance structure involves key leaders from Technology, Security, and Governance and Risk teams. This structure is integrated into the Information Management System, aligning information security with the overall business objectives. It ensures the implementation of appropriate frameworks and tools, monitors potential risks, and provides guidance to the executive team on information security risk management. Our Site Reliability and Security Lead play a vital role in overseeing cybersecurity efforts across Zomato. Additionally, the Governance, Risk, and Compliance team maintains communication with the Audit Committee regarding any cybersecurity-related concerns. In FY24, our focus has been on preparing our systems for compliance with the Digital Protection and Data Privacy Act 2023.

We have also appointed a Data Protection Officer (DPO) who serves as the primary point of contact for data privacy matters within the organization, monitors compliance with data protection laws and regulations, while conducting data privacy awareness campaigns.

Consumer complaints filed by our customers*

	FY22		FY23		FY24	
	Received during the year	Pending resolution at the end of year	Received during the year	Pending resolution at the end of year	Received during the year	Pending resolution at the end of year
Data privacy	0	0	0	0	0	0
Advertising	1	1	0	1	0	1
Cyber-security	0	0	0	0	0	0
Restrictive trade practices	0	0	0	0	0	0
Unfair trade practices	15	20	34	45	36	65
Other	13	15	21	29	11	25

*Consumer complaints data for FY22, FY23 and FY24 includes complaints filed before various courts by our customers, i.e, end-users of our platform and restaurant partners.

Ethics and compliance (continued)

Cybersecurity and data privacy

To continuously enhance cybersecurity measures, we conduct regular testing and maintenance of our platform to stay ahead of evolving threats. We have strengthened our technological infrastructure by incorporating advanced cybersecurity tools and adhering to global best practices for system security. Our comprehensive information security framework helps safeguard Zomato's data from unauthorized access and external risks. Additionally, our dedicated security team continuously monitors and protects our information assets to maintain Confidentiality, Integrity, and Availability (CIA). Our information security framework encompasses the following:

- **ISO 27001 certified:** We secured ISO 27001 certification for 100% of our operations in FY23.
- **Cybersecurity trainings:** We have strengthened our internal employee training systems to support our compliance programs. Trainings on cybersecurity are conducted for all newly hired employees and existing employees from time to time.
- **Security Assessments:** Zomato prioritizes continuous improvement in the security posture of the company by implementing a thorough review mechanism. This includes independent third party assessments such as audits, Vulnerability Assessment (VA) and Penetration Testing (PT) evaluations including simulated hacker attacks and third-party reviews. These initiatives help us stay vigilant and proactive in safeguarding our systems and data against evolving cyber threats.

- **Crowdsourced security:** In addition to regular internal testing and maintenance of our platform to protect against threats, we also leverage a crowdsourced security model for continuous security assessments. Our bug bounty program on HackerOne allows us to engage with penetration testers and cybersecurity researchers globally to perform ongoing security assessments of our platforms and infrastructure.

Note: Please refer to Annexure 7 for ISO 27001 certificate details.



Annexure

Introduction

Environment

Social

Governance

Annexure

zomato

Annexure 1

Deloitte Haskins & Sells LLP

Chartered Accountants
One International Center
Tower 3, 27th-32nd Floor
Senapati Bapat Marg
Elphinstone Road (West)
Mumbai-400 013
Maharashtra, India

Tel: +91 22 6185 4000
Fax: +91 22 6185 4101

INDEPENDENT PRACTITIONER'S LIMITED ASSURANCE REPORT

To the Board of Directors
of ZOMATO LIMITED

1. We have undertaken to perform limited assurance engagement, for **ZOMATO LIMITED** (the "Company") vide our engagement letter dated March 21, 2024, in respect of the agreed Sustainability Information listed below (the "Identified Sustainability Information") in accordance with the criteria stated in paragraph 3 below. This Sustainability Information is included in the "ESG Factsheet 2024" (the "Report") of the Company for the year ended March 31, 2024. This engagement was conducted by our multidisciplinary team including assurance practitioners and environment specialists.

2. Identified Sustainability Information

Our scope of limited assurance consists of the Sustainability Information listed in Appendix I to our report. The reporting boundary is as disclosed in "Reporting Boundary" section of the Report with exceptions disclosed by way of note under the respective disclosures of the Report, where applicable.

Our limited assurance engagement was with respect to the year ended March 31, 2024, information only and we have not performed any procedures with respect to earlier periods and, therefore, do not express any conclusion thereon.

3. Criteria

The Criteria used by the Company to prepare the Identified Sustainability Information is as under:-

- The GHG Protocol Corporate Accounting and Reporting Standard as amended thereto and its supplement the Corporate Value Chain (Scope 3) Accounting and Reporting Standard both developed by GHG Protocol Initiative.
- Internally defined criteria by the management of the Company as set out in Appendix I.

4. Management's Responsibility

The Company's management is responsible for selecting or establishing suitable criteria for preparing the Sustainability Information including the reporting boundary of the Report, disclosing environmental information basis operational control approach, taking into account applicable laws and regulations, if any, related to reporting on the Sustainability Information, identification of key aspects, engagement with stakeholders, content, preparation and presentation of the Identified Sustainability Information in accordance with the criteria. This responsibility includes design, implementation and maintenance of internal control relevant to the preparation of the Report and the measurement of Identified Sustainability Information, which is free from material misstatement, whether due to fraud or error.



Regd. Office: One International Center, Tower 3, 32nd floor, Senapati Bapat Marg, Elphinstone Road (West), Mumbai-400 013, Maharashtra, India.
Deloitte Haskins & Sells LLP is registered with Limited Liability having LLP Identification No: AAB-8737

Deloitte Haskins & Sells LLP

5. Inherent limitations

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between companies.

6. Our Independence and Quality Control

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics issued by the Institute of Chartered Accountants of India (the "ICAI") and have the required competencies and experience to conduct this assurance engagement.

We apply Standard on Quality Control ("SQC") 1, "Quality Control for Firms that Perform Audits and Reviews of Historical Financial Information, and Other Assurance and Related Services Engagements", and accordingly maintain a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

7. Our Responsibility

Our responsibility is to express a limited assurance conclusion on the Identified Sustainability Information as mentioned in Appendix I based on the procedures we have performed and evidence we have obtained.

We conducted our engagement in accordance with the Standard on Sustainability Assurance Engagements (SSAE) 3000, "Assurance Engagements on Sustainability Information", and Standard on Assurance Engagements (SAE) 3410 Assurance Engagements on Greenhouse Gas Statements (together the "Standards"), both issued by the Sustainability Reporting Standards Board (the "SRSB") of the ICAI.

These standards require that we plan and perform our engagement to obtain limited assurance about whether the Identified Sustainability Information as mentioned in Appendix I and included in the Report is free from material misstatement.

As part of limited assurance engagement in accordance with the Standards, we exercise professional judgment and maintain professional skepticism throughout the engagement.

8. Limited Assurance

A limited assurance engagement involves assessing the suitability in the circumstances of the Company's use of the criteria as the basis for the preparation of the Identified Sustainability Information as mentioned in Appendix I, assessing the risks of material misstatement of the Identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the Identified Sustainability Information.

A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal controls, and the procedures performed in response to the assessed risks. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had



Annexure 1 (continued)

Deloitte Haskins & Sells LLP

we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the Identified Sustainability Information have been prepared, in all material respects, in accordance with the criteria.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents and evaluating the appropriateness of quantification methods and reporting policies and agreeing with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above, we:

- Obtained an understanding of the Identified Sustainability Information and related disclosures;
- Obtained an understanding of the assessment criteria and their suitability for the evaluation and/or measurements of the Identified Sustainability Information;
- Made inquiries of Company's Management, including the sustainability team, EHS team compliance team, human resources team amongst others and those with the responsibility for preparation of the Report;
- Obtained an understanding of the key systems and processes for recording, processing and reporting on the Identified Sustainability Information at locations/offices on a sample basis
- Based on the above understanding and the risks that the Identified Sustainability Information may be materially misstated, determined the nature, timing, and extent of further procedures;
- Reviewed the Company's process for collating the sustainability information through agreeing or reconciling the Identified Sustainability Information with the underlying records on a sample basis.
- Reviewed the reasonableness of key assumptions, emission factors and methodologies used for calculation of GHG emissions as mentioned in Annexure 2 "GHG methodology statement" of the Report;
- Inspected the carbon offsets with the registry of VERA and the International REC standard; and
- Reviewed the working of consolidation for offices on a sample basis under the reporting boundary for ensuring the completeness of data being reported.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our limited assurance conclusion.

9. Exclusions

Our assurance scope excludes the following and therefore we do not express conclusion on:

- Sections of the Report including the data/information (qualitative or quantitative) other than the Identified Sustainability Information; and
- The statements that describe expression of opinion, belief, aspiration, expectation, aim, or future intentions provided by the Company.



Deloitte Haskins & Sells LLP

10. Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Identified Sustainability Information as mentioned in Appendix I and presented in the Report for year ended March 31, 2024, are not prepared, in all material respects, in accordance with the criteria as stated in paragraph 3 above.

11. Restriction on use

Our Limited Assurance report has been prepared and addressed to the Board of Directors of the Company at the request of the Company solely, to assist the Company in reporting on the Company's sustainability performance and activities. Accordingly, we accept no liability to anyone, other than the Company. Our Limited Assurance report should not be used for any other purpose or by any person other than the addressees of our report. We neither accept nor assume any duty of care or liability for any other purpose or to any other party to whom our report is shown or into whose hands it may come without our prior consent in writing.

For Deloitte Haskins & Sells LLP
Chartered Accountants
(Firm's Registration No. 117366W / W-100018)

Pratig Shah
Partner
Membership No. 111850
UDIN: 24111850BKJLLE4534

Place: Mumbai
Date: October 22, 2024

Deloitte Haskins & Sells LLP

APPENDIX I

Sustainability Information subject to Limited Assurance

Sr No.	Description	Criteria
1	Scope 3 category wise emissions (Refer Note 1)	
2	Scope 3 emissions intensity for downstream transportation and distribution category (MT of CO2 equivalent per km)	GHG Protocol Corporate Accounting and Reporting Standard as amended thereto and its supplement the Corporate Value Chain (Scope 3) Accounting and Reporting Standard both developed by GHG Protocol Initiative.
3	Avoided GHG emissions	
4	Carbon offsets	
5	Mean remuneration by gender of employees	Mean of the remuneration (Cost to Company) of permanent employees bifurcated into male, female & others as at 31 March 2024.

Note 1: Scope 3 Category Wise Emissions

S. No	Category
1	Purchased Goods and Services
2	Capital Goods
3	Fuel-And-Energy-Related Activities (Not Included in Scope 1 or 2)
4	Waste Generated in Operations
5	Business Travel
6	Employee Commuting
7	Downstream Transportation and Distribution



Annexure 2

GHG methodology statement

Zomato Limited uses an 'operational control' approach as prescribed under GHG protocol corporate Standard to consolidate its GHG inventory. Out of four leased offices, the emissions boundary includes the two directly leased offices with over 100 employees as of March 31, 2024. Our Scope 1 and 2 emissions are verified with reasonable assurance, while Scope 3 is verified with limited assurance by an independent third party.


Zomato Limited's GHG emissions accounting has been developed in accordance with the 'Greenhouse Gas protocol: Corporate Standard, the GHG Gas Protocol: Scope 2 Guidance and 'Technical Guidance for calculating Scope 3 emissions' standards.

1. **Scope 1** emissions are limited to those generated by refilling of gas in owned ACs and fire extinguishers, fuel used in owned vehicles and directly leased DG sets within Zomato's boundary. Calculations are based on the primary data collected from the central team, which is then multiplied with suitable emission factors from the IPCC Guideline for National Greenhouse Gas Inventories of 2006.
2. **Scope 2** includes emissions from purchased electricity consumed in leased offices where we have established operational control. We use India-specific grid average emissions factor (tCO₂e/ MWh) from CEA to calculate scope 2 emission.

3. Scope 3

- **Purchased goods and services:** This category includes emissions from consumption of purchased goods and services across India and UAE. We use a spend based method to multiply our spend with US EPA supply chain emission factors and supplier-specific emissions factors (wherever available).
- **Capital goods:** Zomato is an asset light company. Our employees work out of direct leased offices and coworking spaces. The CAPEX includes fitouts and equipment for our offices, laptops, etc, which is not a major contributor to the total expenses and total emissions. Hence, emissions from capital goods are included in purchased goods and services category.
- **Fuel-and-energy-related activities (not included in Scope 1 or 2):** This category includes upstream emissions from extraction, production, transportation of fuel and upstream emissions of electricity purchased by Zomato. We used average data methodology as defined in GHG protocol. The calculation is based on the data we collected for Scope 1 & 2 emissions and applied Well-to-tank (WTT) emissions factors and included Electricity T&D losses wherever applicable from DEFRA.
- **Waste generated in operations:** This category includes emissions from waste generated and disposed off. We used waste-type specific methodology as specified in the GHG protocol. Calculations are based on the primary activity data which includes quantity of waste disposed and disposal method, multiplied with DEFRA emission factors.
- **Business travel:** This category includes emissions from work related travel and accommodation booked by Zomato employees. A combination of distance and spend based method is used for calculating emissions. Emission factors are referred from US EPA supply chain emission factors and DEFRA Emissions factors for hotel stay.
- **Employee commuting:** This category includes emissions from employee travel between their home and work location. We used a distance-based method to calculate emission per employee per day - calculated using the result of an online survey that includes distance travelled by employees, mode of transport (2W- ICE/EV, 4W - ICE/ EV, public transport (bus, metro, etc)). Emissions per employee per day was multiplied by the number of working days and active headcount employees. Emission factors are referred from India GHG program based on the vehicle type.
- **Downstream transportation and distribution:** This category includes emissions from last mile deliveries. We used a distance-based method to calculate the emissions. Primary data is the distance travelled by the delivery partners on ICE vehicles or EVs collected from our system. We used emission factors from the India GHG Program for ICE vehicles with less than 180cc engine capacity. For the EV emission factor, we calculated electricity per km (battery capacity (Kwh) / range (km)) of the vehicle and multiplied it with the Indian grid emission factor.

Annexure 3





Certificate of Verified Carbon Unit (VCU) Retirement


Verra, in its capacity as administrator of the Verra Registry, does hereby certify that on 18 May 2023, 1,500 Verified Carbon Units (VCUs) were retired on behalf of:

Zomato Limited

Project Name
Reforestation of degraded land by MTPL in India

VCU Serial Number
12909-460121675-460123174-VCS-VCU-1507-VER-IN-14-2404-25062001-24062011-0

Additional Certifications

Powered by  APX

Annexure 4



This Redemption Statement has been produced for

ZOMATO LIMITED

by

EKI ENERGY SERVICES LTD

confirming the Redemption of

9 628.000000

I-REC Certificates, representing 9 628.000000 MWh of electricity generated from renewable sources

This Statement relates to electricity consumption located at or in

Zomato Limited and all its subsidiaries (pan-India office and warehouse operations) India

in respect of the reporting period

2023-01-01 to 2023-12-31

The stated Redemption Purpose is

To meet 100% Renewable Energy goals

Ev.



QR Code Verification

Verify the status of this Redemption Statement by scanning the QR code on the left and entering in the Verification Key below

Verification Key

5 0 2 8 9 1 4 2

<https://api.evident.app/public/certificates/en/>

aHXWCCsL23%2FYvUBG3mw6X1xNNqbkCS5iAXMG7D%2FcWAQoshcUDxmIIQKrK1WK2ib

Redeemed Certificates

Production Device Details

Device	Country of Origin	Energy Source	Technology	Supported	Commissioning Date	Carbon (CO ₂ / MWh)
10.5MW wind at Raniebennur	India	Wind	Onshore	Yes	2012-03-31	0.000000

Redeemed Certificates

From Certificate ID	To Certificate ID	Number of Certificates	Offset Attributes	Period of Production	Issuer
0000-0004-3732-0295.000000	0000-0004-3732-3022.613999	2 727.614000		2023-01-01 - 2023-03-31	The Green Certificate Company (Central Issuer)

Production Device Details

Device	Country of Origin	Energy Source	Technology	Supported	Commissioning Date	Carbon (CO ₂ / MWh)
10.5MW wind at Betsur	India	Wind	Onshore	No	2012-09-29	0.000000

Redeemed Certificates

From Certificate ID	To Certificate ID	Number of Certificates	Offset Attributes	Period of Production	Issuer
0000-0004-3598-3583.000000	0000-0004-3598-8224.299999	4 641.300000		2023-01-01 - 2023-03-31	The Green Certificate Company (Central Issuer)

Production Device Details

Device	Country of Origin	Energy Source	Technology	Supported	Commissioning Date	Carbon (CO ₂ / MWh)
4.2MW wind at Sidenur	India	Wind	Onshore	No	2012-03-31	0.000000

Redeemed Certificates

From Certificate ID	To Certificate ID	Number of Certificates	Offset Attributes	Period of Production	Issuer
0000-0004-3731-7753.000000	0000-0004-3732-0012.085999	2 259.086000		2023-01-01 - 2023-03-31	The Green Certificate Company (Central Issuer)

Auditor Notes


This statement is proof of the secure and unique redemption of the I-RECs stated above for the named beneficiary to be reported against consumption in the country during the reporting year stated. I-RECs are assigned to a beneficiary at redemption and cannot be further assigned to a third party. No other use of these I-RECs is valid under the I-REC Standard.

Where offset attributes are 'inc' the device registrant, who exclusively holds the environmental attribute rights, has undertaken never to release carbon offsets in association with these MWh; 'excl' means carbon offsets relating to these MWh may be traded independently at some point in the future.

For labelling scheme information please refer to the scheme's website. Labelling scheme listing may not be exhaustive.

Thermal plant emit carbon as part of the combustion process. Whilst this is not zero carbon, it is generally recognised as carbon neutral where the source is recent biomass.

Annexure 4 (continued)



THE INTERNATIONAL
REC STANDARD

This Redemption Statement has been produced for

ZOMATO LIMITED

by

EKI ENERGY SERVICES LTD

confirming the Redemption of

500.000000

I-REC Certificates, representing 500.000000 MWh of electricity generated from renewable sources

This Statement relates to electricity consumption located at or in

Zomato Limited and all its subsidiaries (pan-India office and warehouse operations) India

in respect of the reporting period

2024-01-01 to 2024-12-31

The stated Redemption Purpose is

To meet 100% Renewable Energy Goal and offset CO2 generation due to consumption of electricity.

Ev.



QR Code Verification

Verify the status of this Redemption Statement by scanning the QR code on the left and entering in the Verification Key below

Verification Key

1 9 5 1 2 7 4 9

<https://api-internal.evident.app/public/certificates/en/C5jXicF6arYQrdA7hKJLHtADF%2FYqW90wvEs0rRBDZ3nNnSNzTLPHF48VEuSIHyH>

Redeemed Certificates

Device	Country of Origin	Energy Source	Technology	Supported	Commissioning Date	Carbon (CO ₂ / MWh)
4 MW Solar Project- IREC 591	India	Solar	PV Ground mounted	No	2020-03-07	0.000000

Redeemed Certificates

From Certificate ID	To Certificate ID	Number of Certificates	Offset Attributes	Period of Production	Issuer
0000-0219-4773-8396.000000	0000-0219-4773-8895.999999	500.000000	Incl	2024-01-01 - 2024-01-31	The Green Certificate Company (Central Issuer)

Auditor Notes

This statement is proof of the secure and unique redemption of the I-RECs stated above for the named beneficiary to be reported against consumption in the country during the reporting year stated. I-RECs are assigned to a beneficiary at redemption and cannot be further assigned to a third party. No other use of these I-RECs is valid under the I-REC Standard.

Where offset attributes are 'incl' the device registrant, who exclusively holds the environmental attribute rights, has undertaken never to release carbon offsets in association with these MWh; 'excl' means carbon offsets relating to these MWh may be traded independently at some point in the future.

For labelling scheme information please refer to the scheme's website. Labelling scheme listing may not be exhaustive.

Thermal plant emit carbon as part of the combustion process. Whilst this is not zero carbon, it is generally recognised as carbon neutral where the source is recent biomass.

Annexure 5



MANAGEMENT SYSTEM CERTIFICATE

Certificate no.: C671830 Initial certification date: 26 March 2024 Valid: 26 March 2024 – 25 March 2027

This is to certify that the management system of
Zomato Limited
Pioneer Square Building, Sector 62, Golf Course, Extension Road, Gurugram - 122098,
Haryana, India
and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the Environmental Management System standard:
ISO 14001:2015

This certificate is valid for the following scope:
Management activities for App based aggregator of food delivery and dining out along with subscriptions

Place and date:
Barendrecht, 26 March 2024

For the issuing office:
DNV - Business Assurance
Zwolsseweg 1, 2994 LB Barendrecht,
Netherlands



Eric Koek
Management Representative

Lack of fulfillment of conditions as set out in the Certification Agreement may render this Certificate invalid.
ACCREDITED UNIT: DNV Business Assurance B.V., Zwolsseweg 1, 2994 LB, Barendrecht, Netherlands - TEL: +31(0)102922689 - www.dnv.com/assurance



Certificate no.: C671830
Place and date: Barendrecht, 26 March 2024

Appendix to Certificate

Zomato Limited

Locations included in the certification are as follows:

Site Name	Site Address	Site Scope
Zomato Limited	Pioneer Square Building, Sector 62, Golf Course, Extension Road, Gurugram - 122098, Haryana, India	Management activities for App based aggregator of food delivery and dining out along with subscriptions
Zomato Limited	5, 20th Main Rd, KHB Colony, K, Koramangala Industrial Layout, Koramangala, Bengaluru - 560034, Karnataka, India	Management activities for App based aggregator of food delivery and dining out along with subscriptions

Lack of fulfillment of conditions as set out in the Certification Agreement may render this Certificate invalid.
ACCREDITED UNIT: DNV Business Assurance B.V., Zwolsseweg 1, 2994 LB, Barendrecht, Netherlands - TEL: +31(0)102922689 - www.dnv.com/assurance

Page 2 of 2

Annexure 6



MANAGEMENT SYSTEM CERTIFICATE

Certificate no.: C671829 Initial certification date: 26 March 2024 Valid: 26 March 2024 – 25 March 2027

This is to certify that the management system of
Zomato Limited
Pioneer Square Building, Sector 62, Golf Course, Extension Road, Gurugram - 122098,
Haryana, India
and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the Occupational Health and Safety Management System standard:
ISO 45001:2018

This certificate is valid for the following scope:
**Management activities for App based aggregator of food delivery and dining out along
with subscriptions**

Place and date:
Barendrecht, 26 March 2024

For the issuing office:
DNV - Business Assurance
Zwolsseweg 1, 2994 LB Barendrecht,
Netherlands



Erie Koek
Management Representative

Lack of fulfillment of conditions as set out in the Certification Agreement may render this Certificate invalid.
ACCREDITED UNIT: DNV Business Assurance B.V., Zwolsseweg 1, 2994 LB, Barendrecht, Netherlands - TEL: +31(0)102922689 - www.dnv.com/assurance



Certificate no.: C671829
Place and date: Barendrecht, 26 March 2024

Appendix to Certificate

Zomato Limited

Locations included in the certification are as follows:

Site Name	Site Address	Site Scope
Zomato Limited	Pioneer Square Building, Sector 62, Golf Course, Extension Road, Gurugram - 122098, Haryana, India	Management activities for App based aggregator of food delivery and dining out along with subscriptions
Zomato Limited	5, 20th Main Rd, KHB Colony, K. Koramangala Industrial Layout, Koramangala, Bengaluru - 560034, Karnataka, India	Management activities for App based aggregator of food delivery and dining out along with subscriptions

Lack of fulfillment of conditions as set out in the Certification Agreement may render this Certificate invalid.
ACCREDITED UNIT: DNV Business Assurance B.V., Zwolsseweg 1, 2994 LB, Barendrecht, Netherlands - TEL: +31(0)102922689 - www.dnv.com/assurance

Page 2 of 2

Annexure 7

